



## **JOB DESCRIPTION**

**Role:** Tenancy & Property Officer  
**Reports To:** Tenancy Team Leader  
**Remuneration:** TBA

### **ABOUT ENLIVEN HOUSING**

Enliven Housing is a registered Specialist Disability Accommodation (SDA) provider who strives to provide innovative accommodation to the disability sector. We endeavour to provide premium and tailored SDA homes across the country with effective tenancy support to Australians with disability, so they can live their best independent lives.

Enliven Housing is changing the way people with disability think about their housing options.

### **GENERAL OVERVIEW**

Enliven Housing is seeking an experienced Tenancy and Property Officer. The role reports to the Tenancy Team Leader and assists with the operations of Enliven Housing's property portfolio.

As part of a collaborative 'hands-on deck team' you will make sure that a comprehensive, sensitive, and efficient housing management service is delivered to our tenants. Our tenancy management approach is tenant centric. These values are at the forefront of the way we do tenancy. You will have the ability to liaise with a range of internal and external partners, show a commitment to sustaining tenancies whenever possible and express a commitment to working with people with disability to achieve great housing outcomes.

Standard office hours are required and from time to time there can be some tasks, travel or meetings that occur outside of normal business hours.

You will be willing to undertake the NDIS worker check which includes a Police check and four learning modules.

### **SPECIFIC DUTIES**

Key duties of the role include:

- Attending our sites to investigate and resolve any tenancy disputes and complaints, as well as managing the maintenance of properties and conduction of all property inspections.
- Manage tenant lease sign-ups and ensure tenants have paid rent and bond before moving in or implement flexible incremental rent and bond deductions where required.
- Ensure regular rent payments are made and follow up on any unpaid rent and/or bond.
- Manage the recording and tracking of repairs and maintenance, including liaising regularly with tradespeople.
- Support the Transition Team to assist with incoming tenants and once tenants move in, remain a point of contact for minor adjustments, repairs, and any feedback or queries they may have.
- Use IT systems efficiently to maintain accurate customer and property records and file notes with a high level of accuracy.
- Maintain strong relationships within the disability sector which include but are not limited to On-site support Providers, Support Coordinators, Occupational Therapists, Allied Health practitioners, advocates, and family supporters of tenants.
- Maintain good working relationships with external parties including strata management, building management, and building developers.
- Receive and file information from tenants once they have signed the Enliven lease sign up pack.
- Ensure participants or tenants receive a timely and effective answers and follow-up.

#### **EDUCATION / EXPERIENCE**

- Year twelve certificate of education (or equivalent).
- Knowledge of state tenancy legislation.
- Proven passion volunteering in the disability sector or community housing (desirable).
- NDIS certificate in Worker Orientation Model (4 units online free) is a requirement for you to complete if you are successful.

#### **KNOWLEDGE AND SKILLS**

- Experience in tenancy and property management.
- Experience in the disability sector (desirable).
- Understanding of trade function within a domestic setting (desirable).
- Excellent communication skills.
- Excellent interpersonal skills.
- Excellent customer service and relationship building skills with a strong 'can do' attitude.
- Strong commitment to learning, meeting deadlines and achieving results.



- Capacity to work consistently individually and as part of a team.
- Capacity to identify challenges and present solutions.
- Exceptional attention to detail and highly organised skills.
- Strong skills with Microsoft Office (Excel, Power Point and Word) and Adobe.
- Experience working with property management systems.
- Professional proficiency in English.

#### **ATTRIBUTES**

- **Communication** – Be open to receiving ideas from diverse viewpoints and able to communicate messages so that they are universally understood.
- **Presence** - Demonstrate composure and confidence.
- **Collaboration** - Build partnerships and work with others to meet shared objectives.
- **Innovation** – Move Enliven beyond traditional ways of thinking.
- **Adaptability** – Respond to changes willingly and recognize when to adjust based on the situation.

#### **TRAVEL**

Enliven Housing properties are mostly located close to public transport, but driving is preferred for days you may need to visit multiple sites. Therefore, having your license is desirable. You may be asked to travel interstate and to regional locations from time to time.

#### **COMMITMENT TO DIVERSITY**

As a company that strives to build a world where people unite and take action to create lasting change, Enliven Housing values diversity and celebrates the contributions of people of all backgrounds, regardless of their age, ethnicity, race, colour, abilities, religion, socioeconomic status, culture, sex, sexual orientation, and gender identity.